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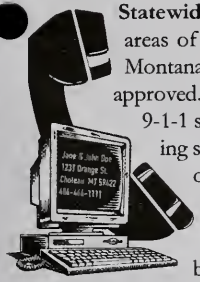
ISD News&Views
October 1998
A NEWSLETTER DEDICATED TO INFORMATION TECHNOLOGY IN THE STATE OF MONTANA

9-1-1 System Implementation in Montana

Sheridan County First to Implement E9-1-1 County-wide. On March 30, 1998, Sheridan County announced that the public could dial 9-1-1 from any telephone in the county to report an emergency or request emergency assistance and have the dispatcher automatically receive the phone number and location of the caller. This system is the first county-wide enhanced 9-1-1 (E9-1-1) system to be implemented in Montana. Previously, only the city of Billings provided E9-1-1 services.

Daniels County is the second county in Montana to implement E9-1-1. Their service became available to the public on June 17, 1998.

Valley County and the Roosevelt County/Fort Peck Tribe jurisdiction plan to implement E9-1-1 systems by December 1998. Cascade and Gallatin Counties plan to upgrade to E9-1-1 within the next few months. In addition, more than twenty-five Montana 9-1-1 jurisdictions are actively planning for E9-1-1.



Statewide 9-1-1 Coverage Expected by the End of 1998. The last areas of Montana without 9-1-1 service have filed plans with the Montana Department of Administration and those plans have been approved. The Rocky Boy Reservation expects to implement basic 9-1-1 service upon completion of the new law enforcement building some time this fall, and the town of Cooke City, on the edge of Yellowstone Park, plans to implement basic 9-1-1 service by the end of September.

The Blackfeet Reservation, which has basic 9-1-1 service but had not filed a plan with the state, has had their plan approved and will begin receiving their 9-1-1 State Program funds with the fourth quarter fund distribution in early September.

National 9-1-1 Coverage

Once 9-1-1 has been implemented statewide, Montana will join 15 other states and the District of Columbia with 100% 9-1-1 coverage. Estimated percentages of state populations with 9-1-1 service as of June 1998 according to the Minnesota Department of Administration are:

15 states with 100% coverage: California, Connecticut, Delaware, Florida, Hawaii, Maryland, Massachusetts, Minnesota, New Hampshire, New Jersey, Oregon, Rhode Island, Texas, Utah, Washington, and Washington D.C.

14 states with 90-99% coverage: Arizona, Colorado, Illinois, Indiana, Iowa, Missouri, Montana, Nevada, New Mexico, North Dakota, Ohio, Tennessee, Wisconsin, Wyoming

8 states with 80-89.9% coverage: Alaska, Georgia, Louisiana, Michigan, North Carolina, Pennsylvania, South Carolina, Virginia

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10 states with 70-79.9% coverage: Alabama, Arkansas, Idaho, Kansas, Kentucky, Mississippi, Nebraska, New York, Oklahoma, South Dakota

3 states with less than 70% coverage: West Virginia (59.13%), Maine (50%), and Vermont (48%), however Vermont and Maine plan to implement statewide E9-1-1 systems in 1999 and 2000 respectively.

For more information contact Surry Latham of Policy, Development & Customer Relations Bureau at 444-2420, ZIP!/Outlook or e-mail at slatham@ state.mt.us.

Say "Delete" to Chain Letters

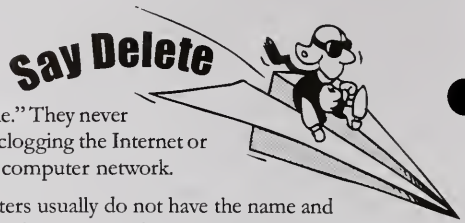
Have you ever opened a letter that arrived in the mail that had to be mailed to 10 other people or you would have bad luck? No one wants bad luck, so you quickly thought of 10 friends or relatives and mailed them a copy. These types of letters are known as chain letters and have been traveling the world for a long time.

Today, with the click of a button, a message or chain letter can be forwarded to hundreds of people at no apparent cost to the sender through an online service or the Internet. If each recipient sends the letter on to only ten other people, the ninth iteration will result in a billion e-mail messages, thereby, clogging the network and interfering with the receiving of legitimate e-mail messages. Factor in time, reading, and deleting all these messages, and you'll see a significant cost to agencies and individuals from these messages.

Chain letters have three recognizable parts: a hook, a threat, and a request. First, there is a hook, to catch your interest and get you to read the rest of the letter. Hooks used to be "Make Money Fast" or "Get Rich" or similar statements related to making money for little or no work. Electronic chain letters also use the "free money" type of hooks, but have added hooks like "Danger!" and "Virus Alert" or "A Little Girl is Dying". These tie into our fear for the survival of our computers or into our sympathy for some poor unfortunate person.

When you are hooked, you read on to the threat. Most threats warn about the terrible things that will happen if you do not maintain the chain. However, others play on greed or sympathy to get you to pass the letter on. The threat often contains official or technical sounding language to get you to believe it is real.

Finally, the request is mentioned. Some older chain letters ask you to mail a dollar to the top ten names on the letter and then pass it on. The electronic ones simply admonish you to "Distribute this letter to as many people as possible." They never mention clogging the Internet or the local computer network.



Chain letters usually do not have the name and contact information of the original sender so it is impossible to check on its authenticity. Legitimate warnings and solicitations will always have complete contact information from the person sending the message and will often be signed with a cryptographic signature, to assure its authenticity.

If you receive a chain letter in your e-mail, send it on to one person and then delete it. That one person is your agency network security officer, system administrator, or ISD's network security officer, thereby allowing them to investigate. Do not send it to your friends and relatives because you will be clogging the network. In addition, you lend your reputation and that of your agency to the message, making it appear to be authentic even when that is not the case. Hit the delete button instead, and put that message where it belongs.

For more information regarding chain letters, contact Lynne Pizzini (Network Security Officer) at 444-4510, ZIP!/Outlook or via e-mail at lpizzini@state.mt.us.

Calendar of Events

October

- **7** Information Technology Managers Council (ITMC), 8:30-10:30am, Rm 111, Metcalf Bldg.
- **7** SummitNet Executive Council (SEC), 1-5pm, Rm 160, Mitchell Bldg.
- **14** Montana Geographic Information Council (MGIC), 1-5pm, Rm 160, Mitchell Bldg.
- **22** 9-1-1 Advisory Council, 9am-12pm, Rm 312-1, Capitol Bldg.

November

- **4** Information Technology Managers Council (ITMC) 8:30-10:30am, Rm 111, Metcalf Bldg.
- **18** Information Technology Advisory Council (ITAC), 8:30am-12pm, Rm 111, Metcalf Bldg.

MT PRRIME Goes Live

Montana Budget Analysis and Reporting System (MBARS)

After months of anticipation, the full release of MBARS for agency use was rolled out on August 13th. This is MT PRRIME's first module release. While MBARS has been available for EPP (Executive Planning Process) and capital projects usage since this spring, the new version included the functionality required for agencies to create their budget requests for submittal to the Office of Budget and Program Planning (OBPP). Agencies can now enter data and narrative text to build their budget, manipulate the data as needed, and submit the budget to OBPP. No file transfers or re-keying is needed.

Conversion of massive amounts of data from SBAS and PPP to the MBARS database was primarily the responsibility of Steve Bender of OBPP and MT PRRIME. His heroic efforts made baseline budget data available for agency use. Actual rollout of the MBARS application was accomplished by providing executable files to agency network administrators who then did the leg work by going from desk to desk and running the install routine. Within days, hundreds of users were accessing the system. Since the original release, three other releases have been made available to enhance reporting and budget creation.

While the MT PRRIME team spent many long hours getting things ready, we have to pass on special thanks to all the network administration personnel who worked on the front lines helping users to install the system.

Asset Management

On September 1, the first of the PeopleSoft modules, Asset Management, was implemented. The software was installed on all user desktops by agency technical staff. Implementation was accomplished electronically and did not require staff to physically install software on each machine.

Utilizing just-in-time training, approximately 120 people attended training the last three weeks of August. Sylvia Weisenburger, on loan to MT PRRIME from the University of Montana, developed the training manual, on-line help, and conducted the training.

The training evaluations were overwhelmingly positive and we had to look very closely to find anything negative on the comment sections. Attendees provided very helpful recommendations. Several indicated the class should be longer than one day, some asked for additional training after the module is actually on-line, many said they wanted the MT PRRIME team to keep informing users as changes are made. One individual summed up a recommendation that many addressed, "Be sure help desk personnel are knowledgeable. Provide continuous training if needed".

That doesn't mean there aren't concerns. There are. Folks are fearful they won't remember how the software works, won't know how to fully utilize Robo-Help (The on-line help tool that was developed to use with the module software). They are fearful of their own personal learning curve. Frankly, almost every comment that didn't rave about the system was instructional and offered recommended approaches or continued needs.

The business case for MT PRRIME was demonstrated by the Asset Management rollout. The Department of Health and Human Services, the Legislative Branch, and Fish, Wildlife and Parks elected to convert their fixed assets from agency systems to PeopleSoft Asset Management. This means that the resources previously spent maintaining agency systems can be deployed for other uses. Also, asset managers in those agencies will develop PeopleSoft skills that will be easily transferable to other modules and/or to asset management work with other state agencies.

If this is any indication for the rest of the module training and implementation – you'll like what you see. That's a good thing! Montana is moving forward as a very progressive state. Continued support of the process is providing measurable results.

For more information contact Anita Varone of MT PRRIME at 444-2013, ZIP!/Outlook or e-mail at avarone@state.mt.us.

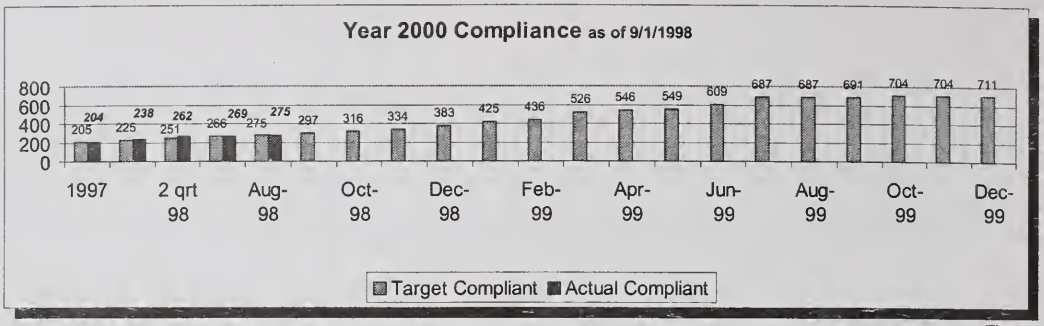


Figure 1

ITMC September Meeting

The Information Technology Managers Council (ITMC) met September 2, 1998. The group reviewed reports from the Recruitment and Retention and Training Subcommittees dealing with strategic planning issues identified by the Information Technology Advisory Council (ITAC) and assigned to them. The recommendations will be acted upon by the Executive Board and forwarded to ITAC for consideration at their September 30 meeting.

The group was also asked to consider some options in dealing with the PC Term Contracts. The Compaq-Digital merger has created a problem with providing three vendors for agencies to select PCs from. According to Department of Administration legal staff, the term contract with Digital cannot be reassigned to Compaq. ISD is asking ITMC for feedback on how to proceed: continue the current contracts with two vendors (Dell and IBM), or begin the PC term contract bidding process now, rather than in the year 2000 as scheduled in order to continue to offer three vendors.

In addition, the group heard a status report from MT PRRIME, received a draft deployment schedule from the e-mail implementation team, and received the latest information on Year 2000 compliance.

Minutes of the meeting are available on the ISD website at **http://www.state.mt.us/isd/groups/ITMC.**

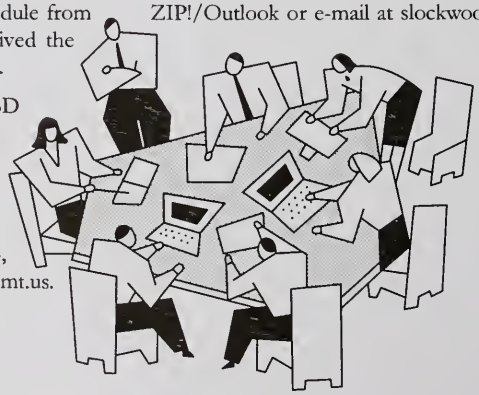
For more information on ITMC, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, ZIP!/Outlook or e-mail at wwheeler@state.mt.us.

YEAR 2000 Progress Report

There are less than 15 months left until the next millenium is upon us. ISD has the task of monitoring the progress made by the State of Montana in repairing or replacing computer software systems that may not operate properly in the 21st century. 711 such systems are currently being monitored. Agencies have analyzed these systems and classified them as high, medium or low priority. The 711 systems are divided nearly equally among these priorities (high 30%, medium 30% and low 40%)

As of August 31, 1998, 275 systems are Year 2000 compliant as figure 1 illustrates. This is also the number of compliant systems agencies had predicted would be compliant by this date. There are more than 430 systems to go. To stay on schedule, we need to bring more than 400 systems into compliance in the next 10 months. This is a huge effort, but with strong support from management and hard work from the IT staff, it is achievable.

For more information on the Year 2000, see our Web site at **http://www.state.mt.us/isd/Year2000/index.htm** or contact G. Scott Lockwood at 444-2655, ZIP!/Outlook or e-mail at slockwood@state.mt.us



Oracle Reports Builder

A report is a page-oriented display of data. The purpose of a report is to format a large amount of data laid out in the most readable fashion. Developer/2000 provides many different kinds of reports:

Tabular - a simple table of data

Mailing Label - a series of regularly repeating records formatted in a certain area

Form Letter - boilerplate text surrounding data from a record that fills in blanks in the text

Master-Master - two groups of unrelated records displayed together

Master-Detail - a master record with two or more related detail records displayed together

Matrix - a cross-tabulation of two columns showing some aggregate or other value for the combination of each value from each column

Data file - a comma-separated or other variety of delimited data file; Use this to transfer data into other tools

Graph - a report that includes a chart or graph of the data in addition to or in place of displaying the data itself

To specify the data for a report, define a data model. A data model is composed of some or all of the following data definition objects: Queries, Groups, Columns, Parameters, and Links.

A report layout can contain any of the following layout objects: Repeating frames, Frames, Fields, Boilerplate, and Anchors.

The Object Navigator shows a hierarchical view of the objects in your current session. In the Object Navigator, you can access the properties of each report object as well as each database object (such as stored procedures) and all PL/SQL packages that are shipped with Oracle Reports. Additionally, you can access helpful design information such as a list of your debugging actions and variable values under the Debug Actions and Stack nodes. In the Object Navigator, each "level" is a node, representing objects and types of objects your report can contain or reference.

For more information on Oracle Reports, or any Oracle applications, contact Steven St. John at 444-2910, ZIP!/Outlook or e-mail at sstjohn@state.mt.us or Barry Fox at 444-5895, ZIP!/Outlook or e-mail at bfox@state.mt.us. Oracle database information can be obtained by contacting Tony Noble at 444-2922, ZIP!/Outlook or e-mail at tnoble@state.mt.us or Tom Rediske at 444-1593, ZIP!/Outlook or e-mail at trediske@state.mt.us.

New E-mail Coming Your Way

The e-mail pilot projects are about half complete and agency production deployment will begin soon. The Logistics Management Team has put together an aggressive deployment schedule to accommodate our objective of having the state Enterprise converted to Outlook by July 1, 1999.

The schedule gives priority to agencies that are 32-bit ready, have high speed WAN connections to Helena and an expressed interest in converting early. Questions about your agency's schedule may be addressed to your Information Technology Manager Council member or your Network Managers Group representative.

The Team is concentrating efforts now on establishing procedures for backup and recovery and providing remote, dial-in solutions for those who travel or work from home.

Agency support and help desk staffs will be trained in Outlook ahead of other agency staff to build expertise in the new product before their agency converts. During the period of adjustment to the new product, the Team recommends that staff continue to follow normal problem-reporting procedures. By continuing to call support staff, agency help desk or ISD Customer Support Center staffs as directed, the knowledge base needed to solve problems will grow, and problems will be tracked appropriately.

Need Outlook Help?
ISD Customer Support Center
444-2000

Remember that there is no charge to attend Outlook training at the Helena College of Technology. Each agency will be assigned a block of classes for their employees just prior to conversion. Be sure to attend this training. Outlook is very rich in features and options and looks quite different from ZIP!Office. The College is also taking some classes "on the road" for offices outside Helena. The Team will keep your agency's training liaison informed of these opportunities.

For more information on the e-mail project, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, ZIP!/Outlook or e-mail at wwheeler@state.mt.us.

Outlook 98

It is official – three e-mail systems - Outlook 98, ZIP!, and EMC²TAO are running concurrently. The State's e-mail system will comprise of these three until all users are moved to Exchange. Issues have been discovered between the systems and as promised, we are keeping e-mail users notified of them.

As stated in previous articles, when an Outlook user sends a message to a ZIP! user, it appears as an attachment in the user's intray. Not a problem unless the ZIP! user decides to "Forward" it back to an Outlook user. If you select the option to send it "As Is", then the Outlook user cannot automatically open the file from within Outlook. In testing, we found that the best way to "Forward" it back is to select the "Convert" option. Then, the mail is sent back as a message to the Outlook user.

As Outlook users start experimenting with the more advanced features of the product, ZIP! users may start seeing "Replies" sent back immediately from an Outlook user stating they are out-of-the-office. This handy feature allows Outlook users to compose a reply that will be sent automatically to any sender. If you need to send several messages during the time frame that the user is out of the office, the Outlook Client is smart enough to only send the "Out-of-office" reply once.

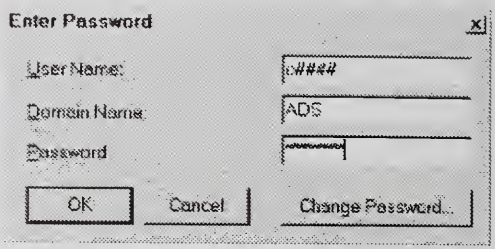
Maintaining your Personal Distribution Lists in ZIP!Office is extremely important. If someone in your list has moved to Exchange, his or her name in the Address Book now references their Exchange address instead of a ZIP! When this occurs, a cryptic address (ie., CX0000.ZIP02 or CW0987.TAO01) will replace the person's name in your Personal Distribution List. These addresses should be deleted from your Personal Distribution List. Otherwise, you'll receive the "Hop Count Exceeded" error message when sending to that list. You can then re-add the person's name to fix the problem.

If you have any questions or concerns regarding the migration to Outlook 98, please contact Sue Skuletich of the End User Systems Support Section at 444-1392, ZIP!/Outlook, or e-mail at sskuletich@state.mt.us.

New Login for Outlook 98

Outlook 98 is the new e-mail software that runs on an employee PC. Outlook 98 talks to the Exchange server software loaded onto the Exchange server in the Mitchell Building Data Center. The Exchange server runs the Windows NT operating system. In order to access NT, an additional login procedure is necessary before Outlook can be opened.

When you open Outlook (either by double-clicking an icon on your desktop, choosing it from the Programs menu, or by having it in your Windows startup group), a login box will pop up. You will need to provide your username, a domain name, and a password.



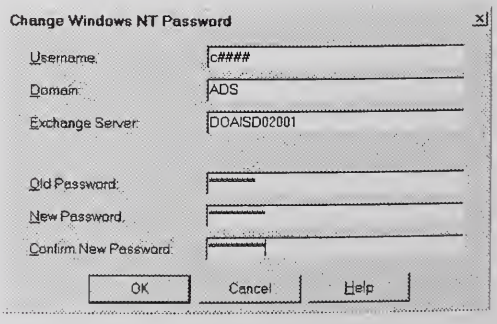
Username: this is your login id (ACF2 id), i.e., *cx9999*

Domain name: *ads* is the name of the NT domain. It is not case sensitive.

Password: you will be given a default password when Outlook is installed for you. Change it from the default the first time you log in.

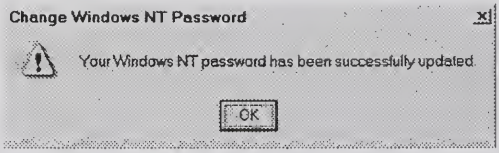
Changing your Outlook 98 Password

Choose the Change Password button on the Enter Password screen. The following window will appear. You must provide the Exchange Server name as defined in the image below. Your new password must be at least 8 characters/numbers in length.



Click OK and you should receive the following screen. Your password has now been changed.

If you have questions or comments regarding these procedures please contact Lisa Carson of End User Support at 444-1542, ZIP/Outlook or e-mail at lcarson@state.mt.us.



PowerPoint Made Easy!

Presentation Tips - Visual Cues

Like it or not, your appearance is very important to your presentation. Your audience will see you before you even say a word and some will already have judged you based solely on how you look.

If you aren't certain what you should wear, check with the person organizing the event. If you're not certain, over dress a bit. Few people will fault you for looking "too professional". Your clothing should not detract from your message. Flashy clothes, jewelry or loud ties will not aid your credibility.

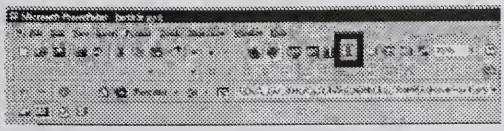
Before you leave your hotel room or home, check your appearance in a full-length mirror.

Regular eye contact is very important to connecting with an audience.

Inserting art into your presentation

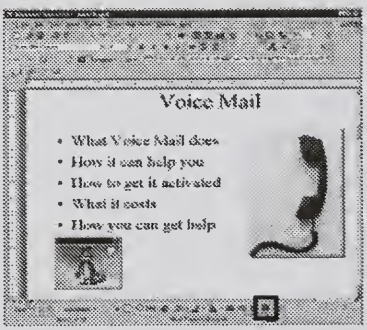
Artwork will enhance your message in ways that simple words cannot. Photos, clip art and sound can augment the words you speak.

Let's insert a telephone into slide 2 of the presentation we started several months ago. (If you didn't save it or are just starting the series, create a text slide to use for this exercise.) To insert art on to the text slide, go to the slide then click on the "Insert Clip Art" icon.



Select the **Pictures** tab, and then scroll down and double click on the telephone handset.

Click and drag a corner handle to resize the photo so it fits the empty space on the right of the slide. Click and drag the art to move it. Now, add a drop shadow to the photo by clicking on the drop shadow icon on the Draw toobar (See last month). Choose the bottom right shadow as the diagram below illustrates.



An easier way to find art is by keyword. Click on the "Insert Clip Art" icon again. Click the **Find** button, enter "Telephone" in the keyword box, then click **Find Now**. Double click on the first icon in the 3rd row to insert the art on the title slide. Notice the **Picture** toolbar automatically appears. Now click on the "Recolor Picture" icon (4th from right on the **Picture** toolbar). Explore this menu by changing colors and using the Preview button to see the changes. When you are done, click on the "OK" button to return to the slide.

Next month we'll work on presentation designs and backgrounds.

For more information on this article contact Trapper Badovinac of the Policy, Development & Customer Relations Bureau at 444-4917, ZIP!/Outlook or e-mail at tbadovinac@state.mt.us. For user support, contact the Customer Support Center at 444-2000.

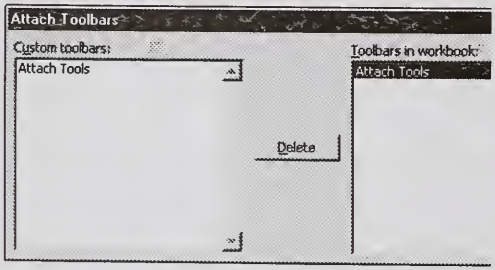
Microsoft Excel

Delete and Reattach the Toolbar

This is the second of a two part series.

The **Save** toolbar button you just added in the previous exercise seems to have disappeared! Actually, this button was never part of this copy of the **Attach Tools** toolbar; it was added to the copy of the **Attach Tools** toolbar that was part of the default Excel workspace. To preserve toolbar buttons that you've added to a custom toolbar, you must remove the toolbar from the workbook and then reattach it. Use the following steps to accomplish this.

1. Close the open workbook, then delete the **Attach Tools** toolbar, using the instructions given in step 8 of the procedure "Create, attach, and delete a custom toolbar" in last month's article.
2. Open another workbook based on the AttachTools.xlt template, and then add a toolbar button to the **Attach Tools** toolbar, using steps 1 and 2 of the preceding exercise.
3. On the **Tools** menu, click **Customize** and then click the **Attach** button on the **Toolbars** tab.
4. In the **Toolbars in workbook** box, click **Attach Tools** and then click the **Delete** button, as shown in the following illustration (Note: The Delete button will turn into a **Copy** button as soon as the **Attach Tools** toolbar is removed from the **Toolbars in workbook** box.)



The Attach Toolbars dialog box

5. With **Attach Tools** selected in the **Custom toolbars** box, click the **Copy** button.
6. Close the **Attach Toolbars** dialog box.
7. Repeat steps 1 and 2 of this exercise to see the results of removing and then reattaching the **Attach Tools** toolbar.

Note: Remember that if you want a custom toolbar to be available only to your custom workbook or to a workbook based on your custom template, you must delete the toolbar each time the workbook is closed.

For information about this article contact Jerry Kozak of End User Systems Support at 444-2907, ZIP!/Outlook, or e-mail at jkozak@state.mt.us. For software support, call ISD Customer Support Center at 444-2000.

Excel Charts

You have the inventive mind of Thomas Edison but the timing of a bent metronome. The night after you tried freezing juice in your ice cube trays, some other guy invented the Popsicle. Mere days after you perfected your tail-operated fly swatter for dogs, some mega-corporation came up with the flea collar. And the day you filed the patent for your pet rocks with fur? That's right—that's the day the Chia Head hit the market.

But this time, you're really onto something: A BETTER BAR CHART. Unlike the bars that bore people stiff every day, you're creating bars they won't be able to resist, bars with texture so lifelike that business people all over the world will want to reach out and grab them.

Sorry, looks like you're a dollar short again because Excel lets you add texture to chart bars and to pie slices and to other chart objects, too:

1. Right-click on a chart object, and choose Format Data Series.
2. Click on the Patterns tab.
3. Click on the Fill Effects button.
4. Click on the Texture tab.
5. Select a texture, click OK; then click OK again.

Excel fills the chart object with the texture you selected. And you're back to the drawing board.

This article was taken from *PC World Online*. If you have any questions or need help on anything in this article, please contact Brian Clark of End User Systems Support at 444-0751, ZIP!/Outlook, or e-mail at brianc@state.mt.us. For questions regarding Excel, call the ISD Customer Support Center at 444-2000.

What is that Briefcase for?

Have you ever worked on a file on more than one computer—for example, your work PC and a laptop—and wished that you could keep both copies current? With the Windows 95 Briefcase by your side, you'll never waste time trying to figure out which copy is the most recent again. It keeps both copies current and up to date.

Right-mouse click on the desktop, select New, and then select Briefcase. (If there's no Briefcase item in the menu, you'll need to go back and install this component. Your Network Administrator or Agency support staff can help you with this.) Copy any files you'll be editing away from your computer into the new Briefcase.

If you want to work on the Briefcase files on a laptop, connect the laptop to your network, then move the Briefcase from your office computer's desktop to your laptop's desktop. Now go to work. Make changes you want to the files; just don't move them out of the Briefcase, or you'll lose the link to the original.

Once you move the Briefcase back to the original system, you'll want to update the original files so they match those in the Briefcase (the same applies if you've edited the originals and want them to match those in the Briefcase). To update, select Update All under the Briefcase menu. Briefcase will now present you with the Update dialog box, which itemizes the updating it's about to do. Click on Update to proceed, and all of your files are now up to date.

If you'll be working on the Briefcase files on another system, such as your home PC, and you'll be transporting them via floppy disk. Insert the floppy, right-mouse click on the Briefcase, select Send To, and then select your floppy drive. When you arrive at the second computer, copy the Briefcase's files to that system's hard drive. (Just be sure the Briefcase remains on the floppy disk.) Now the copies on the second computer, those on the Briefcase, and the originals are all linked.

After editing the copies on the second computer, use Briefcase's update function once to transfer these changes to the files on the Briefcase, and then again to transfer them to the originals. On the second system (where you just edited the files), open the Briefcase and select Update All under the Briefcase menu. In the Update dialog box, click on Update. The first update is complete.

Now take the floppy disk containing the Briefcase (which now includes all of your changes) back to the original computer and follow these same steps to transfer the changes to the originals. (Note: If you revised the originals instead, and wanted to update the copies on the second system, simply reverse the updating procedure—from originals to the Briefcase, then from the Briefcase to the copies.)

Please practice using the Windows 95 Briefcase on test files to make sure you understand how it works before using it on work-related files. This article was obtained from *TipWorld* (**http://www.tipworld.com**), which is a trademark of International Data Group, Inc. and a member of the *PC World Online* Network. For more information concerning this article, contact Irvin Vavruska of End User Systems Support at 444-6870, ZIP!/Outlook, or e-mail at ivavruska@state.mt.us. For questions about Windows 95, please contact your agency support staff, Windows 95 Help Feature, or the ISD Customer Support Center at 444-2000.

Folders the Quick Way

Creating folders in Windows Explorer can be a real nuisance. You have to pull down the File menu, select the New submenu, and finally select the Folder command. You can also create new folders by right-clicking in the Windows Explorer Contents pane and selecting the Folder command from the New submenu. However, both these tasks require three mouse clicks and can be time-consuming—especially when working with a slow computer.

Fortunately, you can quickly create folders from either Windows Explorer or a My Computer folder window with the keystroke combination **[Alt]F then W+F**

In this keystroke combination, [Alt]F activates the File menu, W selects the New submenu, and F selects the Folder command. To use this shortcut, just hold down the [Alt] key while you press F, then W, and then F again. While it may sound awkward, it's really handy once you get used to it.

If you've installed Internet Explorer 4.0, the keystroke combination is **[Alt]F then N+F**

For more information concerning this article, contact Heidi Mann of End User Systems Support at 444-2791, ZIP!/Outlook, or e-mail at hmann@state.mt.us. For questions regarding Windows 95, please contact your agency support staff, or the ISD Customer Support Center at 444-2000.

Media Based Training (MBT)

ISD has recently acquired a multimedia CD-ROM version of all our video courses on Data Communications and LAN/WAN Internetworking. This allows flexibility as to which media is available as well as giving us a second copy of many of our most popular courses.

A VCR or Multi-Media PC is needed. Most of the courses are delivered on video as well as CD-ROM, but some are only available on CD. The information is presented in a very professional manner using various teaching methods including diagrams and real life examples. The accompanying workbook provides the course in written form and after each section quizzes you on what has been covered.

Sign up. Contact either Trapper Badovinac or Diana MacDonald via ZIP!/Outlook to request a course. They need your name, phone number and Agency.

Pickup. You can pick up the course in Rm 222 of the Mitchell Building or it can be deadheaded/mailed to you.

How Long? The checkout period for each course is two weeks. You may only check out one course at a time.

What's Available? The course description of each course can be found on the VAS at **guest\training\CT_Video\T3_VAS.rtf.** If you are an Approach user you can check on the current availability of any course by accessing the read-only file on the VAS at **guest\training\CT_Video\videodb.apr** (password Montana). If you do not have access to the VAS a copy of the courses can be mailed to you by contacting Trapper or Diana.

How Much? There is no charge.

The following courses are now available on CD-ROM in addition to video. The minimum requirements for the multi-media CD are:

- 100 Mhz PC
- 16MB RAM
- 4X CD-ROM
- 256 Color Monitor
- Windows95
- Sound Blaster or compatible card
- Speakers

Course Series: Implementing and Expanding PC LANs

1.01.01 LAN Components
1.01.02 Network Operating Systems (NOS) and Servers
1.01.03 LAN Applications
1.01.04 LAN Installation and Expansion
1.01.05 Network Connectivity and Wide Area Networks
1.01.06 LAN Troubleshooting and Global Network Management

Course Series: LAN-WAN Interworking

2.01.01 Functions of Internetworking
2.01.02 LAN Configurations
2.01.03 Linking Devices: Repeaters, Bridges
2.01.04 Linking Devices: Routers, Gateways
2.01.05 Transmission Using TCP/IP
2.01.06 Network Management: SNMP, OSI
2.01.07 Advancements in LAN Technology
2.01.08 WAN Developments and the Internet

Course Series: Understanding Addressing in a TCP/IP Network

2.04.01 Configuring IP Addresses and Subnets
2.04.02 Routing with IP Addresses
2.04.03 Diagnosing and Solving Addressing Issues

Course Series: Applying Network Management Using SNMP

2.05.01 SNMP Management Components
2.05.02 SNMP Message Exchange and SNMP v.2
2.05.03 SNMP Management Tools and Techniques
2.05.04 SNMP Management Case Studies

Course Series: Introduction to Data Communication Networks

3.01.01 Basic Elements of Data Communications
3.01.02 Data Communications Hardware and Software
3.01.03 Binary Numbering System and Interchange Codes
3.01.04 Data Transmission Concepts and Telephone Lines
3.01.05 DTE-DCE Interface and RS-232-C
3.01.06 Concepts of Data Link Control
3.01.07 Start-Stop Data Link Control

Course Series: T1 Digital Networks

3.02.01 T1 Components
3.02.02 T1 Input and Output
3.02.03 T1 Multiplexers
3.02.04 Testing a T1 Network
3.02.05 T1 Network Management Systems (NMS) and Applications

Course Series: Remote LAN Access Technologies

3.04.01 Remote LAN Access Technologies

Course Series: NetWare 3.x

1.02.01 NetWare 3.x: Concepts
1.02.02 NetWare 3.x: Installation
1.02.03 NetWare 3.x: Configuration
1.02.04 NetWare 3.x: Daily Management
1.02.05 NetWare 3.x: Troubleshooting

Course Series: NetWare 4.x

1.03.01 NetWare 4.x: Introduction
1.03.02 NetWare 4.x: NetWare Directory Services (NDS)
1.03.03 NetWare 4.x: File Services
1.03.04 NetWare 4.x: Security
1.03.05 NetWare 4.x: Print Services
1.03.06 NetWare 4.x: Workstation Configuration, Login Scripts and Menus
1.03.07 NetWare 4.x: Managing the Server

Course Series: SNA

2.02.01 Components of SNA
2.02.02 SNA Network Activation
2.02.03 Advanced SNA Architecture (APPC and APPN)
2.02.04 SNA Data Links and Transmission Media
2.02.05 SNA Interoperability: TCP/IP, LANs, DEC and OSI
2.02.06 SNA Network Management

Course Series: ATM

2.03.01 Overview of ATM and the ATM Cell
2.03.02 ATM Transmission Signaling and Management

Course Series: Frame Relay

3.03.01 Technical Overview of Frame Relay
3.03.02 Signaling and Other Frame Relay Protocols
3.03.03 Frame Relay Implementation, Application and ATM Issues

Course Series: Solaris System Administration

1.05.01 Solaris System Administration

Course Series: Windows NT 3.x

1.04.01 Windows NT 3.x Support

Course Series: Windows NT 4.x

1.04.02 Windows NT 3.x Support

Course Series: Cisco Router Configuration

2.06.01 Cisco Internetwork Operating System (IOS)
2.06.02 Configuring Protocols on a Cisco Router
2.06.03 Cisco Router Configuration Simulations (Basic IOS Commands)

Course Series: Cisco Advanced Router Configuration

2.06.04 Cisco Advanced Router Configuration

Course Series: Bay Networks Router Hardware and Configuration

2.07.01 Bay Networks Router Hardware and Configuration

Course Series: Advanced Bay Networks Router Hardware and Configuration

2.07.02 Bay Networks Router Hardware and Configuration

Course Series: Sniffer

4.02.01 Sniffer Network Analyzer Troubleshooting

For more information, contact Trapper Badovinac of the Policy, Development & Customer Relations Bureau at 444-4917, ZIP!/Outlook or e-mail at tbadovinac@state.mt.us.

You may only check out ONE course at a time. Two weeks per course.

Oracle Channel Training

The Oracle Channel Satellite education program is available to state agency staff through the ISD Data Network Connectivity fee. These broadcasts are held from 9:45 am to 2 pm in the Department of Transportation Information Services Bureau conference room (basement).

October

1 Introduction to Oracle Web Application Server

6 Oracle8 Data and Security Management

7 Oracle8 Backup and Recovery Strategies

8 Oracle8 Performance Tuning Strategies - **NEW**

13 PL/SQL I: Coding Techniques

14 PL/SQL II: Database Level Application Programming

21 **PREMIERE BROADCAST**

Oracle7 Introduction to Oracle Certification Primer

Oracle7 Database Administration Certification Primer

22 **PREMIERE BROADCAST**

Oracle7 Backup and Recovery Certification Primer

Oracle7 Performance Tuning Certification Primer

27 Financial Applications Release 11 New Features

28 Manufacturing Applications Release 11 New Features - **NEW**

29 Discoverer 3: Analyze Your Data Requirements

November

3 Introduction to Data Warehousing

4 Plan for Effective Data Warehouse Implementation

5 Data Warehousing Fundamentals for DBAs

10 Oracle8 Architecture and Startup

11 Oracle8 Architecture and Startup

12 Oracle8 Networking Strategies - **NEW**

17 Developer/2000 Release 2 New features

18 Developer/2000 Tuning

19 Object technology Essentials

December

1 Financial Applications Release 11 New Features

2 Manufacturing Applications Release 11 New Features - **NEW**

3 Designer/2000 Release 2 New Features

A full description for the each of the classes can be found on the Oracle website at **http://education.oracle. com/education/toc**. Because class material has to be ordered you must register at least two weeks before the scheduled class date. Please contact Barbara Clark at 444-0846, ZIP!/Outlook or e-mail at baclark@state.mt.us.

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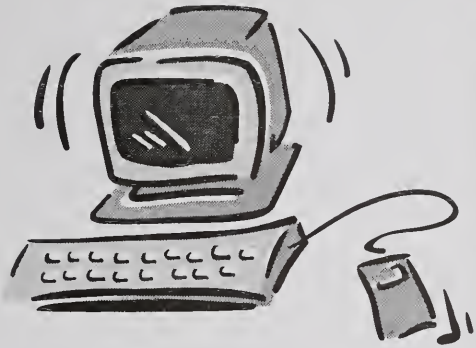


End Users Computer Security Training

This is a two-hour seminar that covers the following:

- network security
- laws, rules, and policies
- login IDs and passwords
- viruses, hoaxes, and chain letters
- proper use of e-mail and the Internet
- user responsibilities

This training is held the third Thursday of each month from 8:30-10:30am in room 13 of the Mitchell Building.

Date: **Thurs, October 15**
Time: **8:30–10:30 am**
Location: **Rm. 13, Mitchell**

For registration or more information, please contact Lois Lebahn (llebahn@state.mt.us) or Kim LaRowe (klarowe@state.mt.us) of ISD at 444-2700.

Training Calendar

Schedule assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 406-444-6821. All classes will be held at the Helena College of Technology at 1115 N. Roberts.

The Helena College of Technology will make reasonable accommodations for any disability that may interfere with a person's ability to participate in training.

Persons needing an accommodation must notify the college no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6821.

To enroll in a class, **you must send or deadhead an enrollment application** to

State Training Center, HCT
Helena, MT 59601
If you have questions about enrollment, please call 444-6821.

Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class. HCT is also willing to schedule specific classes by request from state agencies.

State Training Calendar

Database Classes

	PREREQ	DATE	COST	DAYS
Intro. to Oracle	Intro to Windows	Oct 5-8 am	200.00	2
Intro. to SQL	Intro to Oracle	Oct 19-22 am	200.00	2
Oracle Developer 2000, part I	Intro to Oracle & SQL	Oct 28-30, Nov 4-6 am	**342.20	3
PL/SQL	Intro to Oracle & SQL	Nov 9, 10, 12, 13 am	200.00	2
Oracle Developer 2000, part II	Oracle Dev. I & PL/SQL	Nov 18-25 am	**300.00	3
Oracle Designer	Oracle Dev. I; PL/SQL	Dec 2, 3, 4, 7, 8	**536.95	5
Access 97	Windows 95	Oct 7-8, Nov 30-Dec 1	200.00	2
Visual Basic for Applications	(VBA) for Access 97	Oct 14-15	200.00	2

Data Network/Mainframe Classes

None

Microcomputer Classes

Windows 95 Conversion	familiar w/Windows	Oct 5 am, Nov 4 pm	50.00	1/2
Windows 95	N/A	Oct 1, Nov 2, Dec 9	100.00	1
WordPerfect 6.1 for Windows	Windows 3.1 or 95	Nov 12	100.00	1
Word 97 Conversion	Windows 95	Oct 5 pm, Nov 10 pm, Dec 8 am	50.00	1/2
Word 97 for Light Users	Windows 95	Oct 9, Nov 24, Dec 10	100.00	1
Word 97	Windows 95	Oct 21-22, Nov 17-18, Dec 14-15	200.00	2
Macros for Word - VBA	Any Word 97 course	Oct 27 am	50.00	1/2
Lotus for Windows	Windows 3.1 or 95	Nov 20	100.00	1
Excel 97 Conversion	Windows 95	Oct 6 am, Nov 9 pm, Dec 8 pm	50.00	1/2
Excel 97 for Light Users	Windows 95	Oct 16, Nov 13, Dec 11	100.00	1
Excel 97	Windows 95	Oct 19-20, Nov 9-10, Dec 16-17	200.00	2
Macros for Excel - VBA	Any Excel 97 course	Oct 29 am	50.00	1/2
Advanced Excel 97	Conv. Excel 97 or Excel 97	Oct 28, Nov 19	100.00	1
PowerPoint 97	Windows 95	Oct 14-15	200.00	2
Internet	Windows 95	Nov 12 pm	50.00	1/2
Building Web Pages (HTML)	Win 95, Internet experience	Nov 16-19 pm	200.00	2

Prerequisites may be met with consent of Instructor.

**** The Oracle Designer and Developer class fees are recovered through the monthly data network rate and paid for by ISD.**

State Training Enrollment Application

Complete IN FULL and return AT LEAST ONE WEEK prior to the first day of class.

Course Data

Course Request _____

Date Offered _____

Student Data

Name _____

Soc. Sec. Number (for P/P/P) _____

Agency & Division _____

Mailing Address _____

Phone _____

How have you met the required prerequisites for this course? Explain, giving the class(s) taken, tutorial completed, and/or experience.

_____

_____

Billing Information/Authorization Mandatory

LogonID _ _ _ _ _ _ Agency# _ _ _ _ Authorized Signature _____

If attending Oracle Developer or Designer training, your application must also be approved by the agency IT Manager.

IT Manager _____

Training is needed for

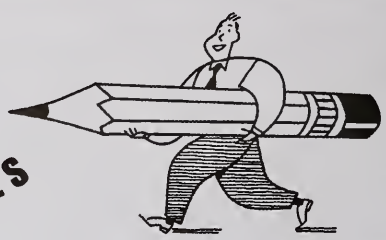
- ☐ Agency Oracle Developer
- ☐ Continuing education opportunity (Agency will be billed for training.)
- ☐ Agency contractor (Agency will be billed for training.)

Full class fee will be billed to registrant unless cancellation is made three business days before the start date of the class.

DeadHead completed form to

State Training Center, Helena College of Technology of the U of M
Phone 444-6800 FAX 444-6892

EDITOR'S NOTES



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- ISD Box #, Deadhead or Mail
- **www.state.mt.us/isd/current/news/index.htm**
- ISD's Value Added Server/guest/N&V

To Submit an Article

Send the article to Trapper Badovinac, via Outlook or e-mail. The deadline for inclusion in the following month's newsletter is the 1st week of the previous month.

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Available for any problems or opportunities you may have. (444-2000)

See ISD News & Views on the Internet!

www.state.mt.us/isd/current/news

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